Frequently Asked Questions about AIIM Programmes

What is the difference between the ECM and ERM programs?

The ECM Certificate Program covers the strategies, methods and tools to capture, manage, store, preserve and deliver information in support of business processes, while the ERM Certificate Program explores records management in relation to the business needs of all types of organizations, both in the public and private sector, embracing all records, but with a particular emphasis on electronic records. The ECM program gives you a broader view on managing content, document, records and processes across an organization, while the ERM program gives you more in-depth knowledge about electronic records management.

Which should I take first: the ERM or the ECM certificate program?

This depends on your experience and existing solutions. Start with the ECM course if you need a good understanding of how to manage your information assets across your organization, or if you need to expand the usage of a departmental solution. Start with the ERM course if you need more in-depth knowledge about electronic records management.

What is the difference between the Specialist and Specialist programs?

The Specialist courses cover the main concepts of ECM, ERM, Tax & Metadata, Social Media Governance or BPM while the Specialist courses cover best practices for implementing solutions for ECM, ERM, BPM. AIIM strongly suggest that you take the Specialist course before taking the Masters course.

Do I first have to take the Specialist course before attending the Implementation Specialist and Master courses?

The three training programs can be taken in any order, but we recommend that you take the Practitioner program before taking the Specialist course. You may also start directly with the 4-day Master program to get an in-depth understanding since this covers both the Specialist and Implementation Specialist programs.

Is it only possible to become a Master by attending a 4-day training course?

No, an alternative to attending a 4-day Master class is to first take the Specialist course (classroom or online), then the Implementation Specialist course (classroom or online), and then attend a 2 day Master Preparation Workshop. You need to have both the Specialist and the Implementation Specialist designations to attend this 2 day Master Preparation Workshop. The 4-day Master class and 2-day Master Preparation workshops are highly interactive, and these Master classes and workshops are therefore only available as classroom courses.

When and where are you planning to arrange training classes?

All currently scheduled training sessions are listed on this site under Schedule, and are also available as online courses.

Please contact cmasondo@datacentrix.co.za if you wish to schedule an in-house training session for your company.

Do I learn the same in an online and onsite training course?

The onsite training courses cover the same content as the online courses even though the training structure may differ. You will also find that some online training modules cover topics in more detail while onsite classes provide you with more interactive case studies and exercises.

How long do I have access to the online courses and exam?

The enrolment is valid for 6 months from the date of purchase. Following the expiration of the enrolment you have a choice to repurchase the course to extend your enrolment for an additional 6 months.

Can I print out copies of the course material?

Both online and classroom students will get access to an online area named "Links & Resources" which allows them to download the course notes, resource guides and glossary as PDF.

What are hand-outs and where can I find them?

Within each online module, there are hand-outs that enhance the lesson. To access these, open the pop-up window for the course by clicking "View" beside the course name. The button on the sidebar, "Links & Resources" will lead you to the hand-outs, course notes, a glossary and any other materials you might need during that module.

Can I save any of this in hard/soft copy format?

You may print out and keep a hard or soft copy of the course notes as well as any hand-outs that may accompany your lesson. However, remember that all material is copyright AIIM and must not be distributed.

Which languages are the training materials and classes available in?

The training courses are only available in English. Our trainers are still able to deliver courses all across the world using the English training materials.

What is the difference between CDIA+ and the AIIM ECM training programs?

AIIM used to offer CDIA+ courses both in the US and Europe, but this course and designation focuses mainly on how to plan, design and implement an imaging system. It has existed for approximately 10 years and we expect there are approximately 6000 CDIA+ certified people in the world. The AIIM ECM training programs were introduced in early 2006, and more than 1800 people took the program the first 12 months.

The board of directors of AIIM decided in early 2005 that this industry needed a broader vendor neutral standard for competence and professionalism, and we therefore established Education Advisory Groups in North America and Europe to define necessary skill sets for not only Enterprise Content Management, but also Electronic Records Management. Members included Gartner, PwC, EMC, FileNet, SAP, FBI, CreditSuisseFirstBoston, GlaxoSmithKline, etc. and we hired Cornwell Management Consultant and Oxford Group to put together the program based on requirements defined by the Education Advisory Groups.

The training program is designed to be useful for end users, suppliers, and the channel, and three levels of certificate is awarded—Implementation Specialist, Specialist, and Master—to recognize accomplishment. The Strategy component covers the business benefits and implications, the Specialist

component covers the information lifecycle and relevant concepts, the Implementation Specialist component covers best practices of how to implement and the Master program covers the main elements from the above components in addition to a case study exercise. The Specialist program is developed to supplement your project management methodology, like Prince2, and helps you define scope, strategy, analyse and define requirements, migration, etc.

Based on the work we do with thousands of current and prospective content, document and records management end users, we believe that the AIIM training programs will rapidly become the industry standard for education and training.

Other Questions?
Please contact Datacentrix to get an answer to your question. All emails are answered within 1 business day.

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